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From: Bell, Stephen To: Vinger, Tom

Sent: 7/22/2013 4:26:21 PM

Subject: RE:

We are tracking it. Tony is on his way out there. This is the guidance that was sent to everyone.

Employees must understand if they have any doubt whether to accept request for issuance of an Election Identification Certificate contact a supervisor for assistance. Supervisors, CSRs, and CSAs will always err on the side of caution and issue certificate if in doubt.

v/r
Stephen W. Bell
Customer Operations Senior Manager– North and East
Driver License Division
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The Driver License Division is committed to quality and excellence in customer service. Please share your thoughts with us via our online customer service survey at: http://www.survey.utexas.edu/txdps/

From: Vinger, Tom

Sent: Monday, July 22, 2013 3:54 PM **To:** Rodriguez, Tony; Bell, Stephen

Subject: FW:

FYI

From: Witt, Bryan

Sent: Monday, July 22, 2013 3:49 PM **To:** Vinger, Tom; Cesinger, Katherine

Subject:

FYI. I'm sure you are seeing this statewide but wanted to give ya'll a heads up when it will be in Lubbock. Bryan

